

**DIRECT MARKETING ASSOCIATION OF SOUTH
AFRICA NPC**

(“DMASA”)

(Registration Number: 2005/040417/08)

**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION
OF ACCESS TO INFORMATION ACT, ACT NO. 2 OF 2000
 (“The Act” or “PAIA”)**

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1. INTRODUCTION

- 1.1. DMASA is a key party in the protection and development of the Interactive and Direct Marketing (IDM) industry and offers associated services to its members ("DMASA").
- 1.2. This Manual is published in terms of section 51 of PAIA and provides an outline of the type of records and personal information which DMASA holds and processes. The Manual also explains how to submit requests for access to these records in terms of the Act. In addition to explaining how to access, or object to, personal information held by DMASA, or request correction of the personal information, in terms of sections' 23 and 24 of the Protection of Personal Information Act 4 of 2013 (the "POPI Act"), the Manual also explains how to submit requests for access to these records in terms of PAIA.
- 1.3. The objective of the Act is to give effect to the constitutional right to access to information, which information is held by a public or private body and which information is required for the exercise or protection of any rights. The Act recognises the right entrenched in section 32 of the Constitution of the Republic of South Africa, 1996 and aims to foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information.
- 1.4. Accordingly, this Manual aims to establish and foster a culture of compliance with prevailing data protection legislation, which in turn gives rise to an environment within which the rights to access to information are actively protected and promoted.

2. CONTACT DETAILS

COMPANY DETAILS:	
Name of Company:	Direct Marketing Association of South Africa (DMASA)
Street Address:	Fernridge Office Park, Block 4 Ground Floor, 5 Hunter Street, Ferndale, Johannesburg, 2193
Postal Address:	P.O Box 4810 Randburg , 2125
Telephone Number:	+27 (0)861 362 362
E-mail:	info@dmasa.org

Website:	https://dmasa.org/
INFORMATION OFFICER DETAILS:	
Name:	
Telephone Number:	
E-mail:	
DEPUTY INFORMATION OFFICERS' DETAILS	
Name:	
Telephone Number:	
E-mail:	
DEPUTY INFORMATION OFFICERS' DETAILS	
Name:	
Telephone Number:	
E-mail:	

3. AVAILABILITY AND PURPOSE OF THIS PAIA MANUAL

- 3.1. This PAIA Manual is published on DMASA's website or alternatively, a copy can be requested from the Information Officer or Deputy Information Officer, which copy may also be inspected at DMASA's physical address set forth in paragraph 2 above.
- 3.2. The primary purpose of this PAIA Manual is to facilitate requests for access to information held by DMASA, which requests shall be made in accordance with the prescribed procedures and at the rates provided for in paragraph 9 and 10 of this PAIA Manual. In addition to the above, the further purposes of this PAIA Manual, are to describe the records held by DMASA and to clearly articulate the grounds upon which access to any such records may be refused.

4. APPLICABLE LEGISLATION:

The following legislation, amongst others which may become applicable from time to time including any subsequent amendment thereto, is applicable to and observed by DMASA pursuant to undertaking its day-to-day operations:

Item No:	Legislative Reference:	Act:
1	No. 75 of 1997	The Basic Conditions of Employment Act
2	No. 53 of 2003	The Broad-Based Black Economic Empowerment Act
3	No. 71 of 2008	The Companies Act
4	No. 130 of 1993	Compensation for Occupational Injuries and Diseases Act
5	No. 25 of 2002	The Electronic Communications and Transactions Act
6	No. 55 of 1998	The Employment Equity Act
7	No. 37 of 2002	The Financial Advisory and Intermediary Services Act
8	No. 58 of 1962	The Income Tax Act
9	No. 66 of 1995	The Labour Relations Act
10	No. 2 of 2000	The Promotion of Access to Information Act
11	No. 4 of 2013	The Protection of Personal Information Act
12	No. 63 of 2001	The Unemployment Insurance Act
13	No. 89 of 1991	The Value Added Tax Act
14	No. 85 of 1993	The Occupational Health and Safety Act
15	No. 97 of 1998	The Skills Development Act
16	No. 9 of 1999	The Skills Development Levies Act
17	No. 4 of 2000	Promotion of Equality and Prevention of Unfair Discrimination Act
18	No. 91 of 1964	The Customs and Excise Act 91 of 1964

5. COMPANY RECORDS

5.1. Availability of DMASA's Records

The provisions of the PAIA Act, specifically the provisions of section 50 of the Act, dictate that a requester for access to information must be afforded access to any record of DMASA if the following requirements are met:

- where a particular record is required for the exercise or protection of any rights (Section 50(1)(a) of PAIA);

- where a requester complies with the procedural requirements set forth in the PAIA Act relating to a request for access to particular records (Section 50(1)(b) of PAIA); and
- where access to that particular record is not refused in terms of any of the grounds for refusal to access contemplated in terms of Chapter 4 of the PAIA Act (Section 50(1)(c) of PAIA).

The below table sets forth the categories and subcategories of records which DMASA processes. Each category and subcategory of records set out below may be subject to any one (or a number) of the grounds upon which DMASA may refuse access to records. These grounds for refusal are set out in Chapter 4 of the PAIA Act, as well as described in paragraph 7 below.

Personnel Records
Personnel refers to any person who works for or provides services to or on behalf of DMASA and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of DMASA. This includes, without limitation, directors, executive directors, non-executive directors, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:
• Any personal records provided to DMASA by our personnel
• Any records a third party has provided to DMASA about any of their personnel
• Conditions of employment and other personnel-related contractual and quasi-legal records
• Internal evaluation records
• Training schedules and materials
• Other internal records and correspondence related to a particular individual

Customer-Related Records

Please be aware that DMASA is very concerned about protecting the personal information of any Data Subjects as defined in terms of the Protection of Personal Information Act, 4 of 2013). Please motivate any request for customer information very carefully, having regard to Sections 63 to 67 of the Act.

Customer records may include the following:

- Any records a customer has provided to DMASA or a third party acting for or on behalf of DMASA
- Contractual information
- Customer needs assessments
- Personal records of customers
- Credit information and other research conducted in respect of customers
- Any records a third party has provided to DMASA about customers
- Confidential, privileged, contractual and quasi-legal records of customers
- Customer evaluation/review records
- Customer profiling
- Performance research conducted on behalf of customers or about customers
- Any records a third party has provided to DMASA either directly or indirectly
- Records generated by or within DMASA pertaining to customers, including transactional records

Technical Records

- Technical reports
- Technical data

Plans, new products and services, brands and trademarks forming part of the intellectual property rights of DMASA
Third Parties
Records are kept in respect of other third parties, including without limitation contractors, suppliers, agents and/or service providers. In addition, certain third parties may possess records, which can be said to belong to DMASA and in such instances those third parties process such records for and on behalf of DMASA in their capacities as process operators and subject to prescribed contractual terms. The following records fall under this category:
Personnel, customer or DMASA records which are held by another third party as opposed to being held by DMASA
Records held by DMASA pertaining to other parties, including financial records, correspondence, contractual records, electronic mail, logs, cached information, records provided by the other party, and records third parties have provided about the contractors/suppliers or customers
Other Records
Further records are held including:
Information relating to DMASA's own business activities
Research carried out on behalf of a client by DMASA or commissioned from a third party for a customer
Research information belonging to DMASA, whether carried out itself or commissioned from a third party

5.2. Access to Health or Other Records

If a request for access to health or other records provided by a health practitioner, in their capacity as such, relates to the physical, mental health, or well-being of the requester, or if the request has been made on behalf of the person to whom the record

relates (“the relevant person”), and DMASA’s Information Officer is of the opinion that the disclosure of the record to the relevant person might cause harm to his or her physical, mental health or well-being, DMASA’s Information Officer may, before giving access to such record consult with a health practitioner who has been nominated by the relevant person.

If the relevant person is below the age of 16 years, a person having parental responsibilities for the relevant person must make the above nomination and if the relevant person is incapable of managing his or her affairs, a person appointed by the court to manage those affairs must make that nomination.

If, after being given access to the relevant record, the health practitioner consulted is of the opinion that the disclosure of the record to the relevant person, would be likely to cause serious harm to his or her physical, mental health or well-being, the Information Officer may only grant access to the relevant record if the requester proves that adequate provision is made for such counselling or arrangements as are reasonably practicable before, during or after the disclosure of the record to limit, alleviate or avoid such harm to the relevant person. Before access to the record is given to a requester, the person responsible for such counselling or arrangement must be given access to the record.

6. RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF THE ACT

6.1. The following records and information are automatically available without a person having to request access in terms of PAIA:

6.1.1. Records of a public nature which are in the public domain such as displayed on a website, may be accessed without the need to submit a formal application. Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application.

7. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

Upon receipt of a request for access to information, DMASA will be required to consider such a request in light of the provisions of section 50 of the PAIA Act. Subject to such consideration, DMASA will be required to either grant such a request

or refuse such a request. If DMASA elects to refuse access to a particular record, such refusal will be subject to DMASA's interpretation of the various prescribed grounds for refusal as set forth in Chapter 4 of the PAIA Act and in the table below:

Ground(s) For Refusal	Description and Explanation of Ground(s) for Refusal
Mandatory protection of privacy of third party who is a natural person [Section 63 of PAIA]	DMASA may refuse access to a record if the disclosure of that record would involve the unreasonable disclosure of personal information relating to a third party, including a deceased individual.
Mandatory protection of commercial information of third party [Section 64 of PAIA]	DMASA may refuse a request for access to a record if the record comprises of or is constituted by the following information relating to a third party – • Trade secrets of a third party; • Financial, commercial, scientific or technical information, other than trade secrets, of a third party, which if disclosed is likely to cause harm to the commercial or financial interests of the third party; • Information which has been supplied in confidence by a third party, the disclosure of which could reasonably be expected to place the third party at a disadvantage in contractual or other negotiations or is likely to prejudice the third party in commercial competition.
Mandatory protection of certain confidential information of a third party [Section 65]	DMASA may refuse access to a record which if disclosed would constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement or contractual relationship.
Mandatory protection of safety of individuals and protection of property [Section 66]	DMASA may refuse a request for access to record if its disclosure could reasonably be expected to endanger the life or physical safety of an individual, or if its disclosure would be likely to prejudice or impair the security of: • a building, structure or system, including but not limited to a computer or communication system, a means of transport or any other property; • method(s), system(s), plans or procedures for the protection of an individual in accordance with a witness

	protection scheme, the safety of the public, or any part of the public or the security of property.
Commercial information of Private Body [Section 68]	DMASA may refuse a request for access to a record if the record contains (or comprises of): • Trade secrets of the Private Body; • Financial, commercial, scientific or technical information, other than trade secrets of the Private Body, the disclosure of which would be likely to cause harm to the commercial or financial interests of the Private Body; • Information, the disclosure of which could reasonably be expected to put the Private Body at a disadvantage in contractual or other negotiations or prejudice the Private Body in commercial competition; • A computer programme (as defined in section 1(1) of the Copyright Act 98 of 1978 as amended) owned by the Private Body, except insofar as it is required to give access to a record to which access is granted in terms of the PAIA Act.
Mandatory protection of research information of third party, and protection of research information of private body [Section 69]	DMASA may refuse a request for access to a record if the record contains information about research being or to be carried out by or on behalf of a third party/private body, the disclosure of which would be likely to expose the third party/private body, a person that is (or will be) carrying out the research on behalf of the third party/private body, or the subject matter of the research to serious disadvantage.

8. PROCESSING OF PERSONAL INFORMATION

Pursuant to promoting responsible information processing practices within its organisation, as well as in its capacity as responsible party contemplated in terms of the provisions of the POPI Act, DMASA takes any activities relating to the protection and processing of personal information (as defined in terms of the provisions of section 1 of the POPI Act) very seriously. To promote the constitutional right to privacy, as well as to play its part in promoting the rights protected in terms of the POPI Act, DMASA undertakes to, in so far as is required of it, observe the requirements and conditions for the lawful processing of personal information.

8.1. The purposes for which personal information is processed

DMASA may process personal information for a variety of purposes, which may include, but is not limited to, the following purposes:

- To provide or manage any information, Products and/or Services requested by or delivered to Data Subjects in general;
- To establish a Data Subject's needs, wants and preferences in relation to the Products and/or Services provided by DMASA or any other DMASA Group Company;
- To help DMASA identify Data Subjects when they engage with DMASA ;
- To facilitate the delivery of Products and/or Services to Customers;
- To allocate to Customers and Data Subjects Unique Identifiers for the purpose of securely storing, retaining and recalling their Personal Information/Personal Data from time to time;
- To maintain records of Data Subjects and specifically Customer records;
- For employment purposes;
- For general administration purposes;
- For legal and/or contractual purposes;
- To improve the quality of DMASA 's Services;
- To transfer Personal Information/Personal Data to any other DMASA Group Company so as to enable the relevant DMASA Group Company to market its products and/or services to DMASA 's Customer(s) or Third Party's, as well as to render specific services to DMASA itself which would in turn enable DMASA to render its Services to its Customer(s);
- To transfer Personal Information/Personal Data to Third Party service providers so as to enable DMASA to deliver Services to its Customer(s);
- To analyse the Personal Information/Personal Data collected for research and statistical purposes;
- To help recover bad debts;
- To transfer Personal Information/Personal Data across the borders of South Africa to other jurisdictions if it is required;
- To carry out analysis and Customer profiling;
- To identify other products and services which might be of interest to our Customers and Data Subjects in general, as well as to inform them of such products and/or services;
- To comply with any Applicable Laws applicable to DMASA and in some instances other DMASA Group Companies.

8.2. Categories of data subjects and personal information processed

The categories of data subjects and personal information processed by DMASA may include, but is not limited to, the following:

- Customers/Members;
- Employees/Personnel;
- Service Providers;
- Contractors; and
- Regulatory authorities.

8.3. The processing of personal information and categories of recipients with whom personal information is shared

Subject to any relevant terms and conditions of use which may be applicable when a data subject engages with DMASA, we may share the personal information of any data subject we process for any of the purposes outlined in section 8.1 above, with the following third parties, whether such third parties qualify as “responsible parties” in terms of section 1 of the POPI Act or not:

- any DMASA Group Company from time to time;
- any relevant service providers and suppliers;
- any relevant regulatory authorities who may govern DMASA in undertaking its operations;
- any approved service provider, contractor or supplier with whom DMASA has an agreement;
- any approved business partners who provide products and services to DMASA; and
- any approved service providers or authorised agents who perform services on DMASA’s behalf.

DMASA processes personal information in order to facilitate and enhance the delivery of products and services to its customers, foster a legally compliant workplace environment, as well as safeguard the personal information relating to any data subjects which it in fact holds. We undertake to process any personal information in a manner which promotes the constitutional right to privacy, retains accountability and data subject participation. In any circumstances where we process the personal information of data subjects, DMASA maintains appropriate privacy notices where the

purposes of the processing of any personal information and the processing takes place, is recorded and communicated to data subjects.

8.4. Information security measures to protect personal information

We have, and continue to, implement reasonable, technical and organisational measures for the protection of personal information processed by DMASA. We at all times take reasonable and appropriate security measures to secure the integrity and confidentiality of personal information in our possession in order to guard against:

- the loss of, damage to or unauthorised destruction of personal information;
- the unlawful access or processing of personal information; or
- the wilful manipulation of personal information.

We will take steps to ensure that any third-party process operators (as defined in terms of section 1 of the POPI Act) who process personal information on behalf of DMASA apply adequate safeguards as outlined above.

8.5. Trans-border flows of personal information

DMASA will only transfer personal information across South African borders if the relevant business transactions or situation requires trans-border processing and will do so only in accordance with South African legislative requirements or if the relevant data subject consents to the transfer of their personal information to third parties in any foreign jurisdictions.

We will take reasonable steps to ensure that any third-party process operators are bound by laws, binding corporate rules or binding agreements that provide an adequate level of protection and uphold the principles for reasonable and lawful processing of personal information as contemplated in terms of the POPI Act.

8.6. Personal information received from third parties

When DMASA receives personal information from any third party on behalf of a data subject, we require confirmation that such a third party has written consent from the data subject indicating that said data subject is aware of the contents of this PAIA

Manual and DMASA's Privacy Policy, and do not have any objection to our processing their personal information accordingly.

9. PRESCRIBED REQUEST FORMS AND FEES

9.1. To facilitate the processing of your request, kindly:

- Use the prescribed Form, **Form 2**, as provided in **Annexure A** hereto.
- Address your request to DMASA's Information Officer.
- Provide sufficient details to enable a DMASA to identify:
 - The record(s) requested.
 - The requester (and if an agent is lodging the request, proof of capacity).
 - The form of access required.
 - The postal address or e-mail of the requester in South Africa.
- If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof.
- The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.
- The Information Officer will respond to a request in the format of **Form 3**, as listed in **Annexure B** hereto. The said form is used to report the outcome of a request as well as information regarding the required fees payable, if applicable
- **Kindly refer to Annexure C hereto, setting out the diagram of the PAIA request process.**

10. PRESCRIBED FEES

10.1. The following applies to requests (other than personal requests) **and are payable by the requester to cover the costs of finding and copying the records requested:**

- A requestor is required to pay the prescribed non-refundable fee of R140.00 before a request will be processed by DMASA.
- If the preparation of the record requested requires more than the prescribed hours, a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- Records may be withheld until the fees have been paid.

11. REMEDIES & DECISION

11.1. Internal Remedies

DMASA does not have an internal appeal procedure regarding PAIA and POPI Act requests for access to information. As such, the decision made by the Information Officer, is final.

If a request is denied and the requester is dissatisfied with the Information Officer's decision, the requestor will be required to exercise such external remedies at their disposal if a request for information is refused.

11.2. External Remedies

A requestor who is dissatisfied with the Information Officer's refusal to disclose information, may within 30 (thirty) days of notification of the decision apply to a competent Court, with jurisdiction over these applications in terms of the PAIA Act, for appropriate relief.

12. CONTACT DETAILS OF THE INFORMATION REGULATOR

Information Officer Chief Executive Officer:	Mr. Mosalanyane Mosala
Contact Person	Ms. Pfano Nenweli
Email:	PNenweli@justice.gov.za
Deputy Information Officer:	Ms. Varsha Sewlal
Email:	VarSewlal@justice.gov.za
Physical Address:	Woodmead North Office Park, 54 Maxwell Drive Woodmead, Johannesburg, 2191
Postal Address:	P.O. Box 31533 Braamfontein Johannesburg 2017
Telephone:	010 023 5200

**ANNEXURE A
FORM 2**

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

Information Officer: Namhla Mputamputa	Deputy Information Officer: N/A
Address: Fernridge Office Park, 5 Hunter Street, Ferndale	Address: N/A
Email: namhla@dmasa.org	Email: N/A
Telephone Number: 0861 362 362	Telephone Number: N/A

Mark with an "X"

☐ Request is made in my own name

☐ Request is made on behalf of another person

PERSONAL INFORMATION		
Full Names		
Identity Number		
Capacity in which request is made <i>(when made on behalf of another person)</i>		
Postal Address		
Street Address		
E-mail Address		
Contact Numbers	Tel:	
	Facsimile:	
	Cellular:	

Full names of person on whose behalf request is made <i>(if applicable)</i>		
Identity Number		
Postal Address		
Street Address		
E-mail Address		
Contact Numbers	Tel:	
	Facsimile:	
	Cellular:	
PARTICULARS OF RECORD REQUESTED <i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>		
Description of record or relevant part of the record		
Reference number, if available		
Any further particulars of record		
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>		
Record is in written or printed form		
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>		
Record consists of recorded words or information which can be reproduced in sound		
Record is held on a computer or in an electronic, or machine-readable form		
FORM OF ACCESS		

<i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	
MANNER OF ACCESS	
<i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected

Explain why the record requested is required for the exercise or protection of the aforementioned right:

FEES

- a) *The non-refundable request fee of R140 must be paid before the request will be considered.*
- b) *You will be notified of the amount of the access fee to be paid.*
- c) *The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption*

Reason

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal Address	Facsimile	Electronic Communication (Please specify)

Signed at _____ this _____ day of _____ 20____.

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number

<i>Request received by:</i> <i>(State rank, Name and Surname of Information Officer)</i>	
<i>Date received</i>	
<i>Access fees</i>	
<i>Deposit (if any)</i>	

Signature of Information Officer

ANNEXURE B
(for office use)

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

Note:

1. If your request is granted the—
 (a) amount of the deposit, (if any), is payable before your request is processed; and
 (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference Number: _____

TO: _____

Your request dated _____ refers.

1. You requested:

Personal inspection of information at registered address of public/private body *(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)* is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.

OR

2. You requested:

Printed copies of the information *(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)*

Written or printed transcription of virtual images *(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)*

Transcription of soundtrack *(written or printed document)*

Copy of information on flash drive *(including virtual images and soundtracks)*

Copy of information on compact disc drive *(including virtual images and soundtracks)*

Copy of record saved on cloud storage server

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Non-refundable fee			R140.00
Photocopy	R2.00 per page		
Printed copy	R2.00 per page		
For a copy in a computer-readable form on:			
i) Flash drive • To be provided by requestor	R40.00		
ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00		

	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record:	R40.00 R40.00 R60.00		
iii) Flash drive • To be provided by requestor			
iv) Compact disc • If provided by requestor • If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual Costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

☐ Yes

☐ No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
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The amount must be paid into the following Bank account of DMASA which can be obtained upon request.

Signed at _____ this _____ day of _____ 20____.

Signature of Information Officer

ANNEXURE C PAIA Request Process

